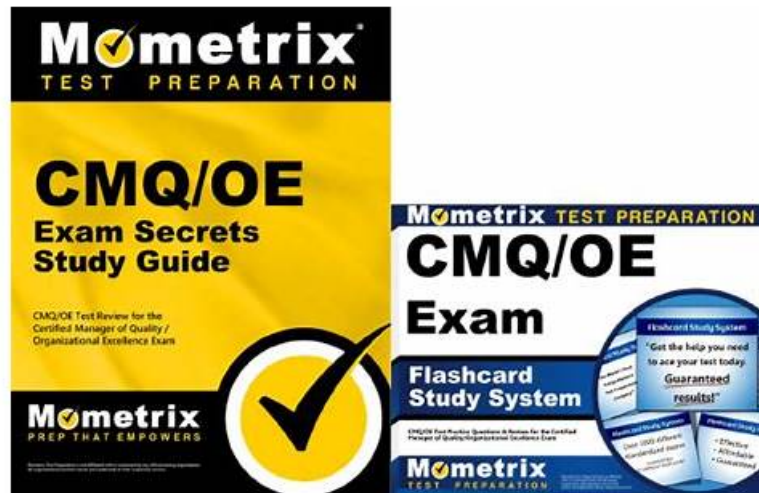


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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q263-Q268):

NEW QUESTION # 263

Which of the following factors would be most critical to consider early when contemplating a conversion of a "brick and mortar" retail business to an e-business?

I. What changes to the customer database are likely and what the ramifications of those changes are II. What image our new faceless organization will provide to the buying public III. Should IT be outsourced?
IV. What internal impacts will the change from a personal service orientation to a transaction-processing orientation have on the workforce we employ and the technology approach we select?

- A. III and IV only
- B. III only
- C. I and IV only
- D. I, II, and IV

Answer: D

NEW QUESTION # 264

Which of the following is the biggest problem in cost-benefit analysis?

- A. It is easier to accurately estimate costs than benefits.
- B. It is too difficult to compute the time value of money.
- C. It is an elaborate tool requiring extensive computer support.
- D. It is easier to accurately estimate benefits than costs.

Answer: A

NEW QUESTION # 265

During what stage of team development do team members express suspicion and anxiety about their mission and purpose?

- A. Forming
- B. Performing
- C. Norming
- D. Storming

Answer: D

Explanation:

In the classic stages of team development, the Storming stage follows the initial Forming stage. During this stage, team members may experience conflict, express doubts, and challenge each other. They may question the team's purpose, roles, and responsibilities. It is a critical phase where effective leadership and conflict resolution skills are essential to move the team toward the next stage, Norming, where they begin to work together more cohesively¹.

References: 1: ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge

NEW QUESTION # 266

From the following pairs, select the most critical factors relating to training:

- A. Top management commitment and employee acceptance of the need for training.
- B. Support is derived from the strategic plan and the personal commitment and involvement of top management.
- C. What training is needed and when.
- D. Who will deliver training and to whom.

Answer: B

NEW QUESTION # 267

An important benefit of using an internal change agent versus an external change agent is to:

- A. Guarantee reduction of the cycle time for quality improvement because the internal change agent already knows what needs to be done and how to do it.
- B. Set more goals for improvement because the internal change agent has a greater interest in the outcome.
- C. Better protect the needs of all stakeholders by providing feedback to top management that is nonthreatening and more objective.
- D. Gain greater support for change from a respected leader who understands the company's key business factors and the need for change.

Answer: D

NEW QUESTION # 268

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- [illegible]